



09/09/2011

RON HARDING

PO BOX 264
ETNA, NY 13062

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Etna Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Maureen Hohl", written over a horizontal line.

Maureen Hohl
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/09/2011

ANONYMOUS

NO ADDRESS
ETNA, NY 13062

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Etna Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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Maureen Hohl
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/09/2011

CYNTHIA MARQUIS

PO BOX 243
ETNA, NY 13062

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Etna Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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Maureen Hohl
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/09/2011

TERESA HOWLEY

99 ETNA ROAD
ITHACA, NY 14850

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Etna Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read "Maureen Hohl". The signature is written in a cursive style with a horizontal line extending to the left.

Maureen Hohl
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/09/2011

SHERY C. USSARY

PO BOX 203
ETNA, NY 13062

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Etna Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

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Maureen Hohl
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/09/2011

JEFFREY A. DIVER

PO BOX 250
ETNA, NY 13062

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Etna Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.
- The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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Maureen Hohl
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/09/2011

WILLIAM BLACKELL

PO BOX 461
ETNA, NY 13062

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Etna Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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Maureen Hohl
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/09/2011

MEMO TO THE RECORD

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Etna Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Memo to the record. On 05/16/2011 U.S. Representative Richard Hanna sent a letter to Michelle Krul, Manager Post Office Operations regarding the future of the Etna Post Office. As per Michelle Krul, Maureen Marion, Communications Program Specialist would respond to the U.S. Representative. Representative Hanna's letter has been added to the Etna official records.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

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Maureen Hohl
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/09/2011

SUSAN LONGAKER

PO BOX 182
ETNA, NY 13062

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Etna Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Freeville postmaster for more information.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

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Maureen Hohl
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/09/2011

MARY LOU AND SUSAN MORSE

5 & 7 SUNSET WEST CIRCLE
ITHACA, NY 14850

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Etna Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

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Maureen Hohl
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/09/2011

KALAY MORDOCK

150 ETNA RD
ITHACA, NY 14850

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Etna Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the Freeville Post Office and from the carrier. Special assistance will be provided as needed.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about the loss of the Communities' identity. The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

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Maureen Hohl
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/09/2011

BARBARA NEED

PO BOX 196
ETNA, NY 13062

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Etna Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Though you felt the language was wordy, it did clearly state what we are doing - "the office is being studied for possible closing or consolidation," what type of service would replace the current service - "we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by rural route service emanating from the Freeville Post Office," additionally "Post Office box service is available at this location at the same fees."
- The document with this statement is the Invitation for Comments, which is posted along with the Proposal for a 60 day comment period. The reason for closure as stated in the proposal and community meeting notice is as follows: "This is a management initiated study to determine if regular and effective service can be provided through alternate channels."
- By regulation, we do not close post offices based solely upon revenue figures. We look at several elements that include office workload, customer demand and availability of alternatives. Finances are a part of the data collected. Consistent application of these metrics gives us an even-handed approach to studying offices around the nation. Workload analysis uses a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. In the case of Etna, our work with historic data from the office showed an average daily workload of approximately 142 minutes for an average business day. This falls far below our expectation for a full workday in any post office. Customer demand is measured, in part, by revenue figures, box rentals and responses to our questionnaires and surveys. We also look at what other services are available through nearby post offices and related trends. Finally, we consider total operating expenses. That includes lease, salaries and benefits; replacement pay when there is an absence; equipment, stock and supplies on hand; utilities; maintenance; transportation and other operational costs. Changing customer habits demand that we evaluate both the number and location of our retail facilities. These factors include a mail volume decline of 43.1 billion pieces nationwide in the span of four years. It also includes a falloff of 200 million customer visits and a decline of \$2 billion in retail transactions at postal-operated facilities as customers continue to demand and embrace access to Postal Service points in non-postal locations and online. That national trend is mirrored in Etna, where we see less mail, fewer mailers and reduced revenues. Our revenues for that office in 2010 were \$68,146. This is a decline from \$76,557 in 2009 and \$79,126 in 2008, mirroring a national move away from transactions limited solely to our post offices.
- The proposal states a "conservative" estimated savings of \$53,049 (PM salary, benefits, and lease) It does not include all operating expenses. An estimated annual cost of replacement services of \$ 4,597 was included in the proposal to account for the additional costs associated with Rural Delivery. There is no tried and true way to determine how many customers would opt for rural delivery or choose to retain their PO Box. Let's say 80% choose to go to rural delivery with an Etna mailing address. The estimated cost would be \$23,713.17 (less if the deliveries are centralized), there would still be an annual savings of \$29,335.83. Additionally the actual total operating expense for FY 2010 was much hire than the walk in revenue for the same year when all expenses are factored in.
- The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue. The Postal Service of the future will be smaller, leaner and more competitive. But it will continue to drive commerce, service communities and deliver value. As a self-supporting government enterprise, the Postal Service receives no tax dollars. It relies solely on the sale of postage, products and services to pay for operating expenses. Revenue generation is a matter of business survival.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

- You expressed a concern about the loss of the Communities' identity. The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- The Postal Service is committed to placing services and products conveniently for its customers, including in settings close to homes and businesses such as grocery or drug stores. These provide the most in-demand offerings of local Post Offices, the sale of postage stamps.
- You expressed a concern about the waiting time at the administrative Post Office. The Ithaca Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Ithaca postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.
- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Maureen Hohl', written over a horizontal line.

Maureen Hohl
Manager, Post Office Operations
30 Karner Rd
Albany, NY, 12288-9992



09/09/2011

DR. LEELA NORONHA
36 ETNA RD
ITHACA, NY 14850

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Etna Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern about how the loss of the Post Office would negatively impact the historical dimension of the community. The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.
- You expressed concern that closing the Post Office will drive customers to UPS or Fed Ex. Adapting to changes in the communication landscape is not new. By the beginning of the 20th century, there were 76,945 Post Offices, one for about every thousand residents, in our growing nation. In 1902, however, Congress extended free delivery to rural areas. That meant it was no longer necessary for patrons to visit an office to send or pick up mail. Today, there are about 31,800 post offices that provide retail and delivery services to customers nationwide. While we have seen more competition in the package delivery system over time, the largest change for us comes with the internet. A December 2010 Pew Research survey indicates that 77 percent of adult Americans regularly use the internet, with 66 percent making purchases and 58 doing banking online. These trends continue to significantly change the amount of mail that the Postal Service processes, as evident by a decline of 4.5 percent in mail volume in the past year. In package delivery, we continue to work with some of our competitors to round out the services we all provide. For example, we partner with both FedEx and UPS to provide essential parcel return services that allow customers to return items to participating retailers. We work closely with FedEx as a partner in air transport of time-sensitive packages and cargo, which keeps our prices in line and attractive for new users. And, as Congress allows us greater flexibility in developing products, we are aggressively marketing new products — like the Flat Rate Priority Mail package — that sends more business our way.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about the closing of the Post Office. There is no evidence to indicate that property values decline when a Post Office is discontinued. There has been minimal growth in the area and carrier service can accommodate any future growth.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Nadine Tremblay at (518) 452-4085.

Sincerely,

A handwritten signature in blue ink, appearing to read "Maureen Hohl".

Maureen Hohl
Manager, Post Office Operations
30 Karner Rd

Albany, NY, 12288-9992



A. Office

Name: ETNA State: NY Zip Code: 13062
Area: NORTHEAST District: ALBANY PFC
Congressional District: NY - 24 County: Tompkins
EAS Grade: 11 Finance Number: 352715
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Nadine Tremblay
Title: ALBANY PFC Post Office Review Coordinator
Tele No: (518) 452-4085

Date: 07/25/2011
Fax No: (518)
464-7429

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	13
Favorable comments	0
Unfavorable comments	11
No opinion expressed	2
Total comments returned	13

Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):
No Concern
Response:
2. Concern (No Opinion):
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.
Response:
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
3. Concern (No Opinion):
Customers questioned the economic savings of the proposed discontinuance
Response:
You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.
4. Concern (No Opinion):
Customers questioned the economic savings of the proposed discontinuance
Response:
You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
5. Concern (No Opinion):
Memo to the record.
Response:
Memo to the record. On 05/16/2011 U.S. Representative Richard Hanna sent a letter to Michelle Krul, Manager Post Office Operations regarding the future of the Etna Post Office. As per Michelle Krul, Maureen Marion, Communications Program Specialist would respond to the U.S. Representative. Representative Hanna's letter has been added to the Etna official records.
6. Concern (No Opinion):
No Concern
Response:
7. Concern (No Opinion):
You were concerned about having to travel to another post office for service
Response:
Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
8. Concern (UnFavorable):
Customer concerned that cost alone is not a sufficient reason to close an office.
Response:
By regulation, we do not close post offices based solely upon revenue figures. We look at several elements that include office workload, customer demand and availability of alternatives. Finances are a part of the data collected. Consistent application of these metrics gives us an even-handed approach to studying offices around the nation. Workload analysis uses a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. In the case of Etna, our work with historic data from the office showed an average daily workload of approximately 142 minutes for an average business day. This falls far below our expectation for a full workday in any post office. Customer demand is measured, in part, by revenue figures, box rentals and responses to our questionnaires and surveys. We also look at what other services are available through nearby post offices and related trends. Finally, we consider total operating expenses. That includes lease, salaries and benefits, replacement pay when there is an absence, equipment, stock and supplies on hand, utilities, maintenance, transportation and other operational costs. Changing customer habits demand that we evaluate both the number and location of our retail facilities. These factors include a mail volume decline of 43.1 billion pieces nationwide in the span of four years. It also includes a falloff of 200 million customer visits and a decline of \$2 billion in retail transactions at postal-operated facilities as customers continue to demand and embrace access to Postal Service points in non-postal locations and online. That national trend is mirrored in Etna, where we see less mail, fewer mailers and reduced revenues. Our revenues for that office in 2010 were \$68,146. This is a decline from \$76,557 in 2009 and \$79,126 in 2008, mirroring a national move away from transactions limited solely to our post offices.
9. Concern (UnFavorable):
Customer expressed a concern about lack of clarity in communications. Specifically, customer felt the community meeting notice did not clearly state what stage the process was at.
Response:
Though you felt the language was wordy, it did clearly state what we are doing - "the office is being studied for possible closing or consolidation," what type of service would replace the current service - "we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by rural route service emanating from the Freeville Post Office," additionally "Post Office box service is available at this location at the same fees."
10. Concern (UnFavorable):
Customer expressed a concern about lack of clarity in communications. Specifically, customer felt the reasons for the closure was not "stated in the accompanying proposal."
Response:
The document with this statement is the Invitation for Comments, which is posted along with the Proposal for a 60 day comment period. The reason for closure as stated in the proposal and community meeting notice is as follows: "This is a management initiated study to determine if regular and effective service can be provided through alternate channels."
11. Concern (UnFavorable):
Customer expressed concern for walking for postal services.
Response:
The Postal Service is committed to placing services and products conveniently for its customers, including in settings close to homes and businesses such as grocery or drug stores. These provide the most in-demand offerings of local Post Offices, the

12. **Concern (UnFavorable):**
Customer is not convinced about the savings
- Response:**
The proposal states a "conservative" estimated savings of \$53,049 (PM salary, benefits, and lease) It does not include all operating expenses. An estimated annual cost of replacement services of \$ 4,597 was included in the proposal to account for the additional costs associated with Rural Delivery. There is no tried and true way to determine how many customers would opt for rural delivery or choose to retain their PO Box. Let's say 80% choose to go to rural delivery with an Etna mailing address. The estimated cost would be \$23,713.17 (less if the deliveries are centralized), there would still be an annual savings of \$29,335.83. Additionally the actual total operating expense for FY 2010 was much more than the walk in revenue for the same year when all expenses are factored in.
13. **Concern (UnFavorable):**
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.
- Response:**
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
14. **Concern (UnFavorable):**
Customers questioned that closing Post Offices along with all other offices under consideration for closure would not make a dent in the USPS financial problems.
- Response:**
The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service. In an effort to grow revenue. The Postal Service of the future will be smaller, leaner and more competitive. But it will continue to drive commerce, service communities and deliver value. As a self-supporting government enterprise, the Postal Service receives no tax dollars. It relies solely on the sale of postage, products and services to pay for operating expenses. Revenue generation is a matter of business survival.
15. **Concern (UnFavorable):**
Customers said they would miss the special attention and assistance provided by the personnel at the Etna Post Office
- Response:**
Courteous and helpful service will be provided by personnel at the Freeville Post Office and from the carrier. Special assistance will be provided as needed
16. **Concern (UnFavorable):**
Customers wanted to know why the customer lines were so long at the Ithaca Post Office.
- Response:**
The Ithaca Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Ithaca postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.
17. **Concern (UnFavorable):**
Customers were concerned about having to travel to another Post Office for service.
- Response:**
Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
18. **Concern (UnFavorable):**
Customers were concerned about obtaining services from the carrier.
- Response:**
The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
19. **Concern (UnFavorable):**
Customers were concerned about senior citizens
- Response:**
Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Freeville postmaster for more information.
20. **Concern (UnFavorable):**
No Concern
- Response:**
21. **Concern (UnFavorable):**
You were concerned about having to travel to another post office for service
- Response:**
Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. **Concern (UnFavorable):**
Customers expressed concern for loss of community identity.
- Response:**
The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
2. **Concern (UnFavorable):**
Customers were concerned about the loss of a gathering place and an information center.
- Response:**
Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Date of Posting: 05/21/2011



Posting Round Date:

Date of Removal: 07/22/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE ETNA, NY POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1362780 - 13062

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Etna, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Freeville Post Office, located three miles away.

The postmaster position became vacant when the postmaster retired on July 30, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: This is a management initiated study to determine if regular and effective service can be provided through alternate channels.

The Etna Post Office, an EAS-11 level, provides service from 08:00 to 12:00 and 13:30 to 17:30 Monday - Friday, 08:15 to 12:00 Saturday and lobby hours of 08:00 to 12:00 and 13:30 to 17:30 on Monday - Friday and 08:15 to 12:00 on Saturday to 156 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 59 transaction(s) accounting for 142 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$79,126 (206 revenue units) in FY 2008; \$76,557 (200 revenue units) in FY 2009; and \$68,146 (178 revenue units) in FY 2010. There were three permit mailer(s) or postage meter customer(s).

On May 05, 2011, representatives from the Postal Service were available at Etna Post Office Lobby (open house style format) to answer questions and provide information to customers. 32 customer(s) attended the meeting.

On April 25, 2011, 159 questionnaires were distributed to delivery customers of the Etna Post Office. Questionnaires were also available over the counter for retail customers at the Etna Post Office. 59 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 6 favorable, 35 unfavorable, and 18 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Freeville Post Office, an EAS-18 level office. Window service hours at the Freeville Post Office are from 08:00 to 11:00 and 12:00 to 16:45, Monday through Friday, and 09:00 to 12:00 on Saturday. There are 182 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer expressed a concern about lack of financial disclosure.

Response: Financial data is considered proprietary information during the study phase. If a proposal to close and office is posted, financial data pertaining to that proposal will be disclosed on the proposal.
2. **Concern:** Customer expressed a concern about not having street delivery.

Response: Per the cover letter that was included with the questionnaires, an extension of rural delivery would be afforded to customers of the Etna community.
3. **Concern:** Customer expressed a concern about package delivery and pickup

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
4. **Concern:** Customer expressed a concern about the Summary of Post Office Change Regulations that was printed on the back of the community meeting notice.

Response: A community meeting is conducted as an informational session during a study for a possible proposal to discontinue a post office. The Summary of Post Office Change Regulations flow chart begins at such time that an official Public Notice of Proposal is posted for a 60-day comment period.
5. **Concern:** Customer felt that the questionnaire was too standardized.

Response: The customer r opinion has been duly noted in the official record.
6. **Concern:** Customers asked why their post office was being discontinued while others were retained

Response:

Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

7. **Concern:**

Customers expressed a concern that the hours of the meeting had an impact on attendance.

Response:

There are a number of posting requirements and comment periods before any final decision or implementation would be made. All customers will have several opportunities to ask questions and make comments.

8. **Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to Freeville Post Office to pick up their mail

Response:

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

9. **Concern:**

Customers inquired about mailbox installation and maintenance

Response:

Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and support

10. **Concern:**

Customers questioned the economic savings of the proposed discontinuance

Response:

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

11. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Etna Post Office

Response:

Courteous and helpful service will be provided by personnel at the Freeville Post Office and from the carrier. Special assistance will be provided as needed

12. **Concern:**

Customers were concerned about a change of address

Response:

Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

13. **Concern:**

Customers were concerned about later delivery of mail

Response:

A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our

goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

14. **Concern:**

Customers were concerned about mail security

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

15. **Concern:**

Customers were concerned about obtaining services from the carrier

Response:

Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

16. **Concern:**

Customers were concerned about permit mailing

Response:

Responsibility for the permit account will be/has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.

17. **Concern:**

Customers were concerned about senior citizens

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

18. **Concern:**

Customers were concerned about the mailboxes being damaged by snowplows

Response:

Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

19. **Concern:**

You were concerned about having to travel to another post office for service

Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

20. **Concern:**

Customer concerned that cost alone is not a sufficient reason to close an office.

Response:

By regulation, we do not close post offices based solely upon revenue figures. We look at several elements that include office workload, customer demand and availability of alternatives. Finances are a part of the data collected. Consistent application of these metrics gives us an even-handed approach to studying offices around the nation. Workload analysis uses a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. In the case of Etna, our work with historic data from the office showed an average daily workload of approximately 142 minutes for an average business day. This falls far below our expectation for a full workday in any post office. Customer demand is measured, in part, by revenue figures, box rentals and responses to our questionnaires and surveys. We also look at what other services are available through nearby post offices and related trends. Finally, we consider total operating expenses. That includes lease, salaries and benefits; replacement pay when there is an absence; equipment, stock and supplies on hand; utilities; maintenance; transportation and other operational costs. Changing customer habits demand that we evaluate both the number and location of our retail facilities. These factors include a mail volume decline of 43.1 billion pieces nationwide in the span of four years. It also includes a falloff of 200 million customer visits and a decline of \$2 billion in retail transactions at postal-operated facilities as customers continue to demand and embrace access to Postal Service points in non-postal locations and online. That national trend is mirrored in Etna, where we see less mail, fewer mailers and reduced revenues. Our revenues for that office in 2010 were \$68,146. This is a decline from \$76,557 in 2009 and \$79,126 in 2008, mirroring a national move away from transactions limited solely to our post offices.

21. **Concern:**

Customer expressed a concern about lack of clarity in communications. Specifically, customer felt the community meeting notice did not clearly state what stage the process was at.

Response:

Though you felt the language was wordy, it did clearly state what we are doing - "the office is being studied for possible closing or consolidation," what type of service would replace the current service - "we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by rural route service emanating from the Freeville Post Office," additionally "Post Office box service is available at this location at the same fees."

22. **Concern:**

Customer expressed a concern about lack of clarity in communications. Specifically, customer felt the reasons for the closure was not "stated in the accompanying proposal."

Response:

The document with this statement is the Invitation for Comments, which is posted along with the Proposal for a 60 day comment period. The reason for closure as stated in the proposal and community meeting notice is as follows: "This is a management initiated study to determine if regular and effective service can be provided through alternate channels."

23. **Concern:**

Customer expressed concern for walking for postal services.

Response:

The Postal Service is committed to placing services and products conveniently for its customers, including in settings close to homes and businesses such as grocery or drug stores. These provide the most in-demand offerings of local Post Offices, the sale of postage stamps.

24. **Concern:**

Customer is not convinced about the savings

Response:

The proposal states a "conservative" estimated savings of \$53,049 (PM salary, benefits, and lease) It does not include all operating expenses. An estimated annual cost of replacement services of \$ 4,597 was included in the proposal to account for the additional costs associated with Rural Delivery. There is no tried and true way to determine how many customers would opt for rural delivery or choose to retain their PO Box. Let's say 80% choose to go to rural delivery with an Etna mailing address. The estimated cost would be \$23,713.17 (less if the deliveries are centralized), there would still be an annual savings of \$29,335.83. Additionally the actual total operating expense for FY 2010 was much hire than the walk in revenue for the same year when all expenses are factored in.

25. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

26. **Concern:**

Customers questioned that closing Post Offices along with all other offices under consideration for closure would not make a dent in the USPS financial problems.

Response:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue. The Postal Service of the future will be smaller, leaner and more competitive. But it will continue to drive commerce, service communities and deliver value. As a self-supporting government enterprise, the Postal Service receives no tax dollars. It relies solely on the sale of postage, products and services to pay for operating expenses. Revenue generation is a matter of business survival.

27. **Concern:**

Customers wanted to know why the customer lines were so long at the Ithaca Post Office.

Response:

The Ithaca Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Ithaca postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.

28. **Concern:**

Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

29. **Concern:**

Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

30. **Concern:** Memo to the record.
- Response:** Memo to the record. On 05/16/2011 U.S. Representative Richard Hanna sent a letter to Michelle Krul, Manager Post Office Operations regarding the future of the Etna Post Office. As per Michelle Krul, Maureen Marion, Communications Program Specialist would respond to the U.S. Representative. Representative Hanna's letter has been added to the Etna official records.
31. **Concern:** Customer expressed a concern about whether or not the Postal Service was doing everything it could to make the small offices profitable such as selling ties, pins, etc.
- Response:** The Postal Service is not permitted to sell certain items in certain Post Offices due to legislation.
32. **Concern:** Customer expressed concern for the hours of operation at the admin. office
- Response:** The customer r statement will be duly noted in the official record.
33. **Concern:** Customer stated Postal Service wages and benefits should be cut.
- Response:** The customer r statement will be duly noted in the official record.
34. **Concern:** Customer stated that the office is a level 13 office without rural routes and has a high revenue.
- Response:** The customer r statement will be duly noted in the official record. (Note: office actually has just been reduced to a level 11)
35. **Concern:** Customer stated that the office should remain open and used to train new OICs.
- Response:** The customer r statement will be duly noted in the official record.
36. **Concern:** Customer stated the service was faster when items were mailed from the Etna Post Office rather than the Ithaca Post Office.
- Response:** The customer r statement will be duly noted in the official record. (Note: Ithaca is served by a different District and Processing Center).
37. **Concern:** Customer stated the time the Community Meeting was held was not a good time and did not allow for those customers coming from Cornell University to attend.
- Response:** There are a number of posting requirements and comment periods before any final decision or implementation would be made. All customers will have several opportunities to ask questions and make comments.
38. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
- Response:** The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
39. **Concern:** Customers expressed concern that postal employees at the Freeville Post Office are rude
- Response:** Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.
40. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities

Response:

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately totalsavings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

41. **Concern:**

Customers stated that they have no control over the office being vacant.

Response:

The customer r statement will be duly noted in the official record.

42. **Concern:**

Customers stated that they wanted to be informed of any decisions through the Community Center and not the Postal employee at the retail counter.

Response:

The Postal Service is required to notify customers of potential change in mail service through proper protocol.

43. **Concern:**

Customers wanted the post office to stay the same and wanted the Postmaster position to be filled.

Response:

There is a hiring freeze on all management positions in anticipation of the reorganization efforts.

44. **Concern:**

Customers were concerned about having to make an address change on their bank checks and stationery

Response:

Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Etna is an unincorporated community located in Tompkins County. The community is administered politically by President of Community Center-Frank Thorne. Police protection is provided by the Tompkins County Sheriff Dept. Fire protection is provided by the Etna Fire Company. The community is comprised of retirees, commuters, self-employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: none . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Etna Post Office will be available at the Freeville Post Office. Government forms normally provided by the Post Office will also be available at the Freeville Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customer submitted quote from Petronius Arbiter 210 B.C.
Response: The document has been duly entered into the official record.
2. **Concern:** Customers expressed concern for loss of community identity.
Response: The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
3. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community
Response: Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
4. **Concern:** Customers were concerned about the loss of a gathering place and an information center.
Response: Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on July 30, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 29,336 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 36,381
Fringe Benefits @ 33.5%	\$ 12,188
Annual Lease Costs	<u>+ \$ 4,480</u>
Total Annual Costs	\$ 53,049
Less Annual Cost of Replacement Service	<u>- \$ 23,713</u>
Total Annual Savings	<u>\$ 29,336</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Etna, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Freeville Post Office, located three miles away.

The postmaster retired on July 30, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Etna Post Office provided delivery and retail service to 156 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 59. There are three permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$29,336 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Etna Post Office and Freeville Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



MAUREEN HOHL
Manager, Post Office Operations

05/21/2011
Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 07/25/2011																								
2. Post Office Name ETNA		3. State and ZIP + 4 Code NY, 13062-9998																										
4. District, Customer Service ALBANY PFC	5. Area, Customer Service NORTHEAST	6. County Tompkins	7. Congressional District NY - 24																									
8. Reason for Proposal to Discontinue This is a management initiated study to determine if regular and effective service can be provided through alternate channels.		9. PO Emergency Suspension (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 07/30/2010 b. <input checked="" type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150) Downgraded from EAS-11 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 0 No of Career- 0 No of Non-Career- 0		a. Time M-F 08:00 to 12:00 and 13:30 to 17:30 Sat 08:15 to 12:00 Total Window Hours Per Week a. Lobby Time M-F 08:00 to 12:00 and 13:30 to 17:30 Sat 08:15 to 12:00 43.75																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 156 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 156 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 59.20		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>277</td> <td>72</td> </tr> <tr> <td>b. Newspaper</td> <td>104</td> <td>4</td> </tr> <tr> <td>c. Parcel</td> <td>9</td> <td>19</td> </tr> <tr> <td>d. Other</td> <td>0</td> <td>0</td> </tr> <tr> <td>e. Total</td> <td>390</td> <td>95</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td></td> <td>0</td> </tr> <tr> <td>g. No. of Permits</td> <td></td> <td>3</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	277	72	b. Newspaper	104	4	c. Parcel	9	19	d. Other	0	0	e. Total	390	95	f. No. of Postage Meters		0	g. No. of Permits		3
Types of Mail	Received	Dispatched																										
a. First-Class	277	72																										
b. Newspaper	104	4																										
c. Parcel	9	19																										
d. Other	0	0																										
e. Total	390	95																										
f. No. of Postage Meters		0																										
g. No. of Permits		3																										
Finances a. FY 2008 2009 2010		Receipts \$ 79,126 \$ 76,557 \$ 68,146	b. EAS Step 1 PM Basic Salary (no Cola) \$ 36381	c. PM Fringe Benefits (33.6% of b.) \$12,188																								
15a. Quarters																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 06/30/2011 Annual Lease \$ 4480 30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																												
15b. Explain: Alternate service at Freeville Post Office																												
17. Schools, Churches and Organization in Service Area: No: 0		19. Administrative/Emanating Office (Proposed): Name FREEVILLE EAS Level 18 Miles Away 2.7 Window Service Hours: M-F 08:00 to 11:00 and SAT 09:00 to 12:00 Lobby Hours: M-F 07:45 to 17:15 SAT 07:30 to 12:00 PO Boxes Available: 182																										
18. Businesses in Service Area: No: 0		20. Nearest Post Office (if different from above): Name FREEVILLE EAS Level 18 Miles Away 2.7 Window Service Hours: M-F 08:00 16:45 SAT 09:00 12:00 Lobby Hours: M-F SAT PO Boxes Available: 0																										
21. Prepared by																												
Printed Name and Title NADINE TREMBLAY		Signature NADINE TREMBLAY		Telephone No. AC () (518) 452-4085																								
PO Discontinuance Coordinator Name NADINE TREMBLAY		Telephone No. AC () (518) 452-4085																										



07/25/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
ETNA
Docket Number 1362780 - 13062

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in dark ink, appearing to read "Ed. Phelan", with a large, stylized flourish at the end.

EDWARD PHELAN
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	ETNA, NY, 13062-9998
EAS Level:	11
District:	ALBANY PFC
County:	Tompkins
Congressional District:	NY - 24
Proposal:	<input checked="" type="checkbox"/> Close <input type="checkbox"/> Consolidate
Reason For Proposed:	retired
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	156
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	156

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
07/30/2010	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 0 Noncareer: 0 Other Employees: 0
03/18/2011	District manager authorization to study.
	Questionnaires sent to customers. Number sent: 159 Number Returned: 59
04/25/2011	Analysis: Favorable 6 Unfavorable 35 No Opinion 18
	Petition received. Number of signatures: 0
	Concerns expressed:
06/07/2011	Congressional inquiry received: Yes
	Concerns expressed:
	Two letters received from retired Postmasters Judith A Auble-Zazzara, and Barbara Van Dusen. Request that every consideration be given prior to any decision that will impact so many.
05/19/2011	Proposal and checklist sent to district for review.
05/19/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
05/19/2011	Proposal and invitation for comments posted and round-dated.
07/25/2011	Proposal and invitation for comments removed and round-dated.
	Comment Analysis:
	Favorable 0 Unfavorable 11 No Opinion 2 13
None	Premature PRC appeal received.
	Concerns expressed:
07/25/2011	Updated PS Form 4920 completed (if necessary).
07/25/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal:
	Affirmed: Remanded: USPS Withdrawn:
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: Effective date:

Review Coordinator/person most familiar with the case:

NADINE TREMBLAY _____ Name/Title	(518) 452-4085 _____ Telephone Number
NADINE TREMBLAY _____ District Post Office Review Coordinator	(518) 452-4085 _____ Telephone Number



07/26/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Etna Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Nadine Tremblay, Post Office Review Coordinator, at (518) 452-4085 or Maureen Hohl Manager Post Office Operations.

A handwritten signature in dark ink, appearing to read "Ed. Phelan".

EDWARD PHELAN
DISTRICT MANAGER
30 KARNER RD
ALBANY, NY 12288-9992

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4B/P1362780.pdf>)

Headquarters acknowledgment of receipt of official record (optional)

Self-addressed envelope

cc: Vice President, NORTHEAST Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the ETNA was received by 08/14/2011.
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and** **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.



Date of Posting: 08/23/2011

Date of Removal: 09/24/2011

FINAL DETERMINATION TO CLOSE
THE ETNA, NY POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1362780 - 13062

DOCKET NO. 1362780-13062
ITEM NO. 47
PAGE 2

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Etna, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Freeville Post Office, located three miles away.

The postmaster position became vacant when the postmaster retired on July 30, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: This is a management initiated study to determine if regular and effective service can be provided through alternate channels.

The Etna Post Office, an EAS-11 level, provides service from 08:00 to 12:00 and 13:30 to 17:30 Monday - Friday, 08:15 to 12:00 Saturday and lobby hours of 08:00 to 12:00 and 13:30 to 17:30 on Monday - Friday and 08:15 to 12:00 on Saturday to 156 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 59 transaction(s) accounting for 142 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$79,126 (206 revenue units) in FY 2008; \$76,557 (200 revenue units) in FY 2009; and \$68,146 (178 revenue units) in FY 2010. There were three permit mailer(s) or postage meter customer(s).

On May 05, 2011, representatives from the Postal Service were available at Etna Post Office Lobby (open house style format) to answer questions and provide information to customers. 32 customer(s) attended the meeting.

On April 25, 2011, 159 questionnaires were distributed to delivery customers of the Etna Post Office. Questionnaires were also available over the counter for retail customers at the Etna Post Office. 59 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 6 favorable, 35 unfavorable, and 18 expressed no opinion.

One congressional inquiry was received on June 07, 2011.

A petition supporting the retention of the Etna Post Office was received on July 18, 2011, with 290 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Freeville Post Office, an EAS-18 level office. Window service hours at the Freeville Post Office are from 08:00 to 11:00 and 12:00 to 16:45, Monday through Friday, and 09:00 to 12:00 on Saturday. There are 182 post office boxes available.

The proposal to close the Etna Post Office was posted with an invitation for comment at the Etna Post Office and Freeville Post Office from May 21, 2011 to July 22, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer concerned that cost alone is not a sufficient reason to close an office.

Response:

By regulation, we do not close post offices based solely upon revenue figures. We look at several elements that include office workload, customer demand and availability of alternatives. Finances are a part of the data collected. Consistent application of these metrics gives us an even-handed approach to studying offices around the nation. Workload analysis uses a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. In the case of Etna, our work with historic data from the office showed an average daily workload of approximately 142 minutes for an average business day. This falls far below our expectation for a full workday in any post office. Customer demand is measured, in part, by revenue figures, box rentals and responses to our questionnaires and surveys. We also look at what other services are available through nearby post offices and related trends. Finally, we consider total operating expenses. That includes lease, salaries and benefits; replacement pay when there is an absence; equipment, stock and supplies on hand; utilities; maintenance; transportation and other operational costs. Changing customer habits demand that we evaluate both the number and location of our retail facilities. These factors include a mail volume decline of 43.1 billion pieces nationwide in the span of four years. It also includes a falloff of 200 million customer visits and a decline of \$2 billion in retail transactions at postal-operated facilities as customers continue to demand and embrace access to Postal Service points in non-postal locations and online. That national trend is mirrored in Etna, where we see less mail, fewer mailers and reduced revenues. Our revenues for that office in 2010 were \$68,146. This is a decline from \$76,557 in 2009 and \$79,126 in 2008, mirroring a national move away from transactions

limited solely to our post offices.

2. **Concern:**

Customer expressed a concern about lack of clarity in communications. Specifically, customer felt the community meeting notice did not clearly state what stage the process was at.

Response:

Though you felt the language was wordy, it did clearly state what we are doing - "the office is being studied for possible closing or consolidation," what type of service would replace the current service - "we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by rural route service emanating from the Freeville Post Office," additionally "Post Office box service is available at this location at the same fees."

3. **Concern:**

Customer expressed a concern about lack of clarity in communications. Specifically, customer felt the reasons for the closure was not "stated in the accompanying proposal."

Response:

The document with this statement is the Invitation for Comments, which is posted along with the Proposal for a 60 day comment period. The reason for closure as stated in the proposal and community meeting notice is as follows: "This is a management initiated study to determine if regular and effective service can be provided through alternate channels."

4. **Concern:**

Customer expressed concern for walking for postal services.

Response:

The Postal Service is committed to placing services and products conveniently for its customers, including in settings close to homes and businesses such as grocery or drug stores. These provide the most in-demand offerings of local Post Offices, the sale of postage stamps.

5. **Concern:**

Customer expressed concern that closing the Post Office will drive customers to UPS or Fed Ex.

Response:

The customer expressed concern that closing the Post Office will drive customers to UPS or Fed Ex. Adapting to changes in the communication landscape is not new. By the beginning of the 20th century, there were 76,945 Post Offices, one for about every thousand residents, in our growing nation. In 1902, however, Congress extended free delivery to rural areas. That meant it was no longer necessary for patrons to visit an office to send or pick up mail. Today, there are about 31,800 post offices that provide retail and delivery services to customers nationwide. While we have seen more competition in the package delivery system over time, the largest change for us comes with the internet. A December 2010 Pew Research survey indicates that 77 percent of adult Americans regularly use the internet, with 66 percent making purchases and 58 doing banking online. These trends continue to significantly change the amount of mail that the Postal Service processes, as evident by a decline of 4.5 percent in mail volume in the past year. In package delivery, we continue to work with some of our competitors to round out the services we all provide. For example, we partner with both FedEx and UPS to provide essential parcel return services that allow customers to return items to participating retailers. We work closely with FedEx as a partner in air transport of time-sensitive packages and cargo, which keeps our prices in line and attractive for new users. And, as Congress allows us greater flexibility in developing products, we are aggressively marketing new products — like the Flat Rate Priority Mail package — that sends more business our way.

6. **Concern:**

Customer is not convinced about the savings

Response:

The proposal states a "conservative" estimated savings of \$53,049 (PM salary, benefits, and lease) It does not include all operating expenses. An estimated annual cost of replacement services of \$ 4,597 was included in the proposal to account for the additional costs associated with Rural Delivery. There is no tried and true way to determine how many customers would opt for rural delivery or choose to retain their PO Box. Let's say 80% choose to go to rural delivery with an Etna mailing address. The estimated cost would be \$23,713.17 (less if the deliveries are centralized), there would still be an annual savings of \$29,335.83. Additionally the actual total operating expense for FY 2010 was much hire than the walk in revenue for the same year when all expenses are

DOCKET NO. 1362780-13062
ITEM NO. 47
PAGE 4

factored in.

7. **Concern:** Customers expressed concern about how the loss of the Post Office would negatively impact the historical dimension of the community.
- Response:** The Postal Service is helping to preserve the community name by continuing the use of the Community name in addresses.
8. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.
- Response:** The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
9. **Concern:** Customers questioned that closing Post Offices along with all other offices under consideration for closure would not make a dent in the USPS financial problems.
- Response:** The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue. The Postal Service of the future will be smaller, leaner and more competitive. But it will continue to drive commerce, service communities and deliver value. As a self-supporting government enterprise, the Postal Service receives no tax dollars. It relies solely on the sale of postage, products and services to pay for operating expenses. Revenue generation is a matter of business survival.
10. **Concern:** Customers wanted to know why the customer lines were so long at the Ithaca Post Office.
- Response:** The Ithaca Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the Ithaca postmaster, window operations will be monitored to ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the Post Office for service.
11. **Concern:** Customers were concerned about having to travel to another Post Office for service.
- Response:** Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
12. **Concern:** Customers were concerned about obtaining services from the carrier.
- Response:** The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
13. **Concern:** Memo to the record.
- Response:** Memo to the record. On 05/16/2011 U.S. Representative Richard Hanna sent a letter to Michelle Krul, Manager Post Office Operations regarding the future of the Etna Post Office. As per Michelle Krul, Maureen Marion, Communications Program Specialist would respond to the U.S. Representative. Representative Hanna's letter has been added to the Etna official records.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customer expressed a concern about lack of financial disclosure.

Response: Financial data is considered proprietary information during the study phase. If a proposal to close and office is posted, financial data pertaining to that proposal will be disclosed on the proposal.
2. **Concern:** Customer expressed a concern about not having street delivery.

Response: Per the cover letter that was included with the questionnaires, an extension of rural delivery would be afforded to customers of the Etna community.
3. **Concern:** Customer expressed a concern about package delivery and pickup

Response: Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
4. **Concern:** Customer expressed a concern about the Summary of Post Office Change Regulations that was printed on the back of the community meeting notice.

Response: A community meeting is conducted as an informational session during a study for a possible proposal to discontinue a post office. The Summary of Post Office Change Regulations flow chart begins at such time that an official Public Notice of Proposal is posted for a 60-day comment period.
5. **Concern:** Customer felt that the questionnaire was too standardized.

Response: The customer r opinion has been duly noted in the official record.
6. **Concern:** Customers asked why their post office was being discontinued while others were retained

Response: Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
7. **Concern:** Customers expressed a concern that the hours of the meeting had an impact on attendance.

Response: There are a number of posting requirements and comment periods before any final decision or implementation would be made. All customers will have several opportunities to ask questions and make comments.
8. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Freeville Post Office to pick up their mail

Response: Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
9. **Concern:** Customers inquired about mailbox installation and maintenance

Response: Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and support

10. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
11. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Etna Post Office
- Response:** Courteous and helpful service will be provided by personnel at the Freeville Post Office and from the carrier. Special assistance will be provided as needed
12. **Concern:** Customers were concerned about a change of address
- Response:** Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.
13. **Concern:** Customers were concerned about later delivery of mail
- Response:** A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
14. **Concern:** Customers were concerned about mail security
- Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
15. **Concern:** Customers were concerned about obtaining services from the carrier
- Response:** Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the

DOCKET NO. 1362780-13062
ITEM NO. 47
PAGE 7

carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

16. **Concern:** Customers were concerned about permit mailing
- Response:** Responsibility for the permit account will be/has been transferred to the administrative Post Office. Mailings must be submitted to that office for verification. Customers interested in obtaining a permit should contact the administrative postmaster.
17. **Concern:** Customers were concerned about senior citizens
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
18. **Concern:** Customers were concerned about the mailboxes being damaged by snowplows
- Response:** Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.
19. **Concern:** You were concerned about having to travel to another post office for service
- Response:** Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
20. **Concern:** Customer expressed a concern about whether or not the Postal Service was doing everything it could to make the small offices profitable such as selling ties, pins, etc.
- Response:** The Postal Service is not permitted to sell certain items in certain Post Offices due to legislation.
21. **Concern:** Customer expressed concern for the hours of operation at the admin. office
- Response:** The customer r statement will be duly noted in the official record.
22. **Concern:** Customer stated Postal Service wages and benefits should be cut.
- Response:** The customer r statement will be duly noted in the official record.
23. **Concern:** Customer stated that the office is a level 13 office without rural routes and has a high revenue.

The customer r statement will be duly noted in the official record. (Note: office actually has just been reduced to a level 11)

24. **Concern:**

Customer stated that the office should remain open and used to train new OICs.

Response:

The customer r statement will be duly noted in the official record.

25. **Concern:**

Customer stated the service was faster when items were mailed from the Etna Post Office rather than the Ithaca Post Office.

Response:

The customer r statement will be duly noted in the official record. (Note: Ithaca is served by a different District and Processing Center).

26. **Concern:**

Customer stated the time the Community Meeting was held was not a good time and did not allow for those customers coming from Cornell University to attend.

Response:

There are a number of posting requirements and comment periods before any final decision or implementation would be made. All customers will have several opportunities to ask questions and make comments.

27. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

28. **Concern:**

Customers expressed concern that postal employees at the Freeville Post Office are rude

Response:

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

29. **Concern:**

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities

Response:

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately totalsavings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

30. **Concern:**

Customers stated that they have no control over the office being vacant.

Response:

The customer r statement will be duly noted in the official record.

31. **Concern:**

Customers stated that they wanted to be informed of any decisions through the Community Center and not the Postal employee at the retail counter.

Response:

The Postal Service is required to notify customers of potential change in mail service through proper protocol.

32. **Concern:**

Customers wanted the post office to stay the same and wanted the Postmaster position to be filled.

Response:

There is a hiring freeze on all management positions in anticipation of the reorganization efforts.

33. **Concern:**

Customers were concerned about having to make an address change on their bank checks and stationery

DOCKET NO. 1362780-13062
ITEM NO. 47
PAGE 9
Response:

Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Etna is an unincorporated community located in TOMPKINS County. The community is administered politically by President of Community Center-Frank Thorne. Police protection is provided by the Tompkins County Sheriff Dept. Fire protection is provided by the Etna Fire Company. The community is comprised of retirees, commuters, self-employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: none . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Etna Post Office will be available at the Freeville Post Office. Government forms normally provided by the Post Office will also be available at the Freeville Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customer submitted quote from Petronius Arbiter 210 B.C. |
| Response: | The document has been duly entered into the official record. |
| 2. Concern: | Customers expressed concern for loss of community identity. |
| Response: | The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory. |
| 3. Concern: | Customers felt the loss of a post office would have a detrimental effect on the business community |

DOCKET NO. 1362780-13062

ITEM NO. 47

Response: PAGE 10

Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

4. **Concern:**

Customers felt closing the Post Office would cause property values to decline.

Response:

There is no evidence to indicate that property values decline when a Post Office is discontinued. There has been minimal growth in the area and carrier service can accommodate any future growth.

5. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on July 30, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 29,336 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 36,381
Fringe Benefits @ 33.5%	\$ 12,188
Annual Lease Costs	<u>+ \$ 4,480</u>
Total Annual Costs	\$ 53,049
Less Annual Cost of Replacement Service	<u>- \$ 23,713</u>
Total Annual Savings	<u>\$ 29,336</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

DOCKET NO. 1362780-13062

ITEM NO. 47

PAGE 11

VI. SUMMARY

This is the final determination to close the Etna, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Freeville Post Office, located three miles away.

The postmaster retired on July 30, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Etna Post Office provided delivery and retail service to 156 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 59. There are three permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$29,336 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Etna Post Office and Freeville Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Etna Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Etna Post Office and Freeville Post Office during normal office hours.



Dean J Granholm
Vice President of Delivery and Post Office Operations

08/19/2011

Date



08/23/2011

OFFICER-IN-CHARGE/POSTMASTER
Etna Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Etna Post Office Final Determination
Docket No. 1362780 - 13062

Please post in the lobby the enclosed final determination to close the Etna Post Office. The final determination must be posted in a prominent place from 08/23/2011 through close of business on 09/24/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 09/25/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (518) 452-4085.

Sincerely,

A handwritten signature in cursive script that reads "Nadine Tremblay".

NADINE TREMBLAY
POST OFFICE REVIEW COORDINATOR
30 KARNER RD
ALBANY, NY 12288-9992

Enclosures:
Final Determination Official Record